

Common TTY Terms

Typing a conversation can take much more time than speaking, so the use of abbreviations helps speed the call. Some commonly used abbreviations are:

CA = Communication Assistant

CCC = Credit Card Call

CUZ = Because

DR = Doctor

GA = Go Ahead (your turn to type)

HD = Hold

HOSP = Hospital

MIN PLS = One moment please

MSG = Message

NRS = Nebraska Relay System

OFC = Office

OK = All Right

OPR = Operator

PLS = Please

Q = Question

R = Are

SK = Stop keying (typing), which means ending the telephone call

THOT = Thought

THRU = Through

TT = Text Telephone

TTY = Teletypewriter

TDD = Telecommunication Device for the Deaf

U = You

UR = Your

VCO = Voice Carry Over

XXX = Mistake

Please identify yourself while answering the TTY, as it is not possible to recognize a caller through the printed letters.

For more information please contact:

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Visit Us on the Web:
<http://www.nol.org/home/NCDHH>

Office Hours:

Monday-Friday
8:00 a.m. to 5 p.m.

(Closed on State Holidays)



Nebraska Commission
for the Deaf and
Hard of Hearing

How To Use a TTY



Serving Deaf and Hard of
Hearing Nebraskans

How To Use a TTY

The teletypewriter (TTY) is a device that allows deaf and hard of hearing people to use the telephone. Hearing people also can use a TTY to contact deaf or hard of hearing individuals. A conversation is typed on a TTY rather than spoken and allows a deaf or hard of hearing person to communicate directly with anyone who has a TTY.

When making a TTY call, switch the TTY on; dial the number as usual and then place the telephone handset in the TTY acoustic coupler. The telephone cord must be on the left side. A monitor light on the TTY flashes in a distinct pattern, which indicates that a dial tone is present, the line is busy or the phone is ringing. The ringing flashing light pattern is interrupted when the call is answered.

It might be necessary to signal a hearing person when the TTY call has been answered. To signal, press the TTY's space bar a few times. Then, the hearing person should turn the TTY on, put the handset in the coupler, and type a greeting such as, "Hello, this is Mary. GA."

The TTY caller will type his/her name and GA. The conversation can go back and forth like a telephone call, but each person's turn should end with "GA" for the other person to know it's his/her turn to "Go Ahead."

If you must leave the TTY for a minute, you may type "HD PLS," which is an abbreviation for "hold please." When you come back to the TTY just start typing again. After your last turn,

type "GA to SK" to let the person know you are signing off. Wait for the other person to type "SK," before hanging up the telephone. "SK," which originated from old telegraph codes, means "stop key," or stop typing and end the transmission. When calling long distance don't be too concerned with a spelling error. However, if there is a typing error on an important number or letter, it's better to retype than give wrong information. To save time, punctuation is not regularly used. However, it may be used for emphasis in conversations.

You can only use your TTY with other people who also have a TTY, unless you call the Nebraska Relay System. NRS can relay calls by TTY and spoken conversations (voice callers).

There are various models of TTYs. For more information, please contact the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH). Contact information is listed on the back of this brochure. NCDHH does not sell TTYs, but offers information and referral services; in addition NCDHH has demonstration centers in each of their offices.

Vocabulary

TTY - Most commonly used term for the telephone for deaf or hard of hearing callers. TTY stands for teletypewriter.

TDD - Telecommunications Device for the Deaf; another term for TTY.

TT - Text Telephone; another term for TTY.

Acoustic Coupler - A device on the TTY where the telephone handset is placed.

Monitor Lamp - The light on the TTY, which indicates incoming calls, a busy signal, or any other electric impulses on the phone lines.

Page Printer - Type of TTY, which prints a message on a sheet of paper.

VCO - Voice Carry Over. When making a NRS call a person with a hearing loss and understandable speech may request VCO, allowing him/her to speak directly to the hearing caller. The hard of hearing caller reads the hearing caller's responses

Nebraska Relay Service

The Nebraska Relay Service (NRS) allows deaf and hard of hearing people who use a TTY to communicate with hearing telephone users. The NRS communication assistant (CA) or operator relays the information between the two parties. The CA will say what the TTY caller types and types what the hearing caller says.

The NRS provides Hamilton Internet Protocol (HIP) Relay through Internet access. You can access the HIP Relay at <http://www.hiprelay.com/>. You can communicate through the relay with anyone, anywhere at no charge.

Dial **711** for the Nation Wide Relay Service

1-800-833-7352 TTY/TT/VCO/HCO

1-800-833-0920 Voice Caller

Call 24 hours a day, seven days a week. ***All calls are confidential.***

1-800-322-5299 for the Nebraska Relay Customer Service for comments, questions, or complaints.